

(FH0) Office of Police Complaints FY 2017 Draft Annual Performance Plan*

Office of Police Complaints has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Resolve police misconduct complaints in an impartial, timely, and professional manner.
2	Promote positive community-police interactions through public education and awareness.
3	Enhance OPCs mission to improve public confidence and community trust.
4	Create and maintain a highly efficient, transparent and responsive District government.**

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long- term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner (12 Activities)		
Investigation	Management meetings with investigators to discuss progress	Daily Service
Investigation	Investigators completed investigations	Daily Service
Investigation	Manage complaint examiner merit determination timeline	Daily Service
Training and Employee Development	Conduct complaint examiner In-service Training	Key Project
Training and Employee Development	Conduct "brown bag" lunch presentations	Key Project
Training and Employee Development	New investigators attend Reid Technique of Interviewing and Interrogation Workshop	Key Project
Training and Employee Development	Investigators attend Annual MPD Professional Development Training	Key Project

Training and Employee Development	Investigators conduct in-house continuing education sessions	Daily Service
Training and Employee Development	Each investigator attend at least 2 additional external training session	Key Project
Investigation	Develop policies and procedures that incorporate body-worn camera footage into investigations processes	Daily Service
Investigation	Conduct conciliations	Daily Service
Investigation	Complete evaluations of completed conciliations	Daily Service
2 - Promote positive community-police interactions through public education and awareness. (4 Activities)		
Outreach	Communicate with civic groups, government organizations, schools, advisory boards, etc. to schedule outreach events	Daily Service
Outreach	Conduct mediations between complainants and MPD subject officers	Daily Service
Outreach	Communicate with a wide range of organizations, government agencies, social service providers, neighborhood associations, and advocacy groups to create partnerships	Daily Service
Outreach	Research opportunities for community partnerships that will allow District residents to initiate complaint process through community partnerships	Daily Service
3 - Enhance OPCs mission to improve public confidence and community trust (5 Activities)		
Policy Recommendations	Review all OPC complaints received to determine trends and/or patterns	Daily Service
Policy Recommendations	Review MPD procedural and training policies	Daily Service
Policy Recommendations	Review President's Task Force on 21st Century Policing Report	Daily Service
Policy Recommendations	Research policing best practices	Daily Service
Policy Recommendations	Conduct regular meetings with MPD leadership to discuss policy change recommendations	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
1 - Resolve police misconduct complaints in an impartial, timely, and professional manner (5 Measures)						
Timely completion of agency investigations		41.25%	39.1%	60%	60%	60%
Complaint examiner decisions completed timely		87.5%	100%	80%	80%	80%
Investigator Training Programs Provided		10	10	10	10	10
Share of OPC's investigations using body worn camera footage	X	Not available	Not available	Not available	Not available	100%
2 - Promote positive community-police interactions through public education and awareness. (3 Measures)						
Conduct OPC outreach events		26	37	24	24	24
Complaints resolved through mediation program		9.6%	11.9%	9%	9%	9%
Expand OPC's Community Partner Program		Not available	12	12	15	15
3 - Enhance OPCs mission to improve public confidence and community trust (2 Measures)						
Issue timely Mayoral, District Council, MPD and/or DCHA policy recommendations		100%	100%	100%	100%	100%
Ensure District policing meets the President's Task Force on 21st Century Policing	X	Not available	Not available	Not available	Not available	100%
4 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)						
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Contracts/Procurement- Contracts lapsed into retroactive status	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Local funds unspent	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Federal Funds returned	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Customer Service- Meeting Service Level Agreements	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Vacancy Rate	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Employee District	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Employee	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Performance Management- Employee Performance Plan	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

***"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.